

Read these instructions carefully before submitting your claim. Complete compliance is required for payment.

PHONE NUMBER: (210) 221-2161/1973. **Information And Forms Can Be Obtained Monday, Tuesday, Thursday, And Friday From 0730 To 1430 Hrs. CLOSED ON WEDNESDAYS**

**CLAIMS INSTRUCTIONS-PERSONAL PROPERTY CLAIMS
(CHAPTER 11, AR 20-27)**

HOUSEHOLD GOODS CLAIMS

THE FOLLOWING FORMS ARE REQUIRED FOR SUBMITTING YOUR CLAIM:

(Items 1-4 only applies to transit/storage losses of household goods)

1. **DD FORM 1840/1840R:** YOU MUST SUBMIT THIS FORM FULLY COMPLETED (very explicit description of items and damage) with all damages and missing items noted on the back of the form within 70 days of delivery to the Claims Office. Failure to do so may result in deduction of carrier liability from the final amount allowed on your claim. This would be 100% deduction for the specific items omitted from DD Form 1840/1840R. You need NOT repeat items noted on the front at the time of delivery.
2. **ORDERS AND ALL AMENDMENTS**, under which the shipment was made. Where nontemporary storage (permanent over 180 days) is involved, a copy of the order that placed your goods in storage, as well as those removing the goods for delivery to you, is required. A COPY OF A **POWER ATTORNEY (IS REQUIRED)** IF THE CLAIM (DD FORM 1842) IS SIGNED BY THE PROPER CLAIMANT'S AGENT (i.e. dependent, wife, etc.)
3. **U.S. GOVERNMENT BILL OF LADING**, issued to you by the Transportation Officer at the origin of shipment. *(Please turn in copy if you have it)*
4. **PICKUP INVENTORY:** Provided by the carrier at the time you released your goods for shipment.
5. **WAREHOUSE RECEIPT:** When nontemporary storage is involved. If lost or destroyed, the delivering carrier may be able to provide you with a copy.
6. **STATEMENT OF MISSING ITEMS FOR HHG CLAIMS:** Required when items are missing from a delivered carton.
7. **VEHICLE INSPECTION FORMS** - This form should be furnished for damages to an automobile as a result of overseas shipment. Please furnish both the form provided when you turned in the vehicle and the one provided when you picked up the vehicle.
8. **ANY OTHER SHIPPING DOCUMENTS OR INVENTORIES:** You may have received other shipping documents concerning your shipment (i.e. Application for Shipment and/or Storage or Personal Property (DD Form 1299), (Carrier's Way Bill); (DD Form 619, and DD Form 619-1).
9. **DD Form 1842/DD Form 1844**, issued to you by the Claims Office for completion.
10. **INSURANCE COVERAGE:** The new Army policy regarding insurance coverage no longer requires a claimant with applicable insurance coverage to first file their claim with the insurer for any loss or damage that may have occurred during shipment or storage of household goods, unaccompanied baggage, POVs, mobile homes, and boats. The claimant has the option of filing such claims with their private insurance company if they want to do so or directly with the Army. Whether or not a claimant has insurance coverage must still be noted in Block 10 of DD Form 1842. If claimants do not elect to file with the insurance company, they can write in the bottom of the block, "I elect not to file with private insurance." On all other types of claims, such as those for loss or damage due to theft, vandalism, unusual occurrence, or losses in quarters, claimants are still required to file the claim first against their private insurance policy. For further information regarding this new policy, please refer to the attachment included in this packet.

DOCUMENTATION TO SUPPORT THE AMOUNT CLAIMED: (VERY IMPORTANT)

If amount claimed on the Schedule of Property (DD Form 1844) is in **EXCESS of \$100.00** for an item, such amount claimed **MUST** be substantiated in writing. For:

A. DAMAGED ITEMS. You must have either:

(1) Estimate of Repair.

a. An estimate of repair is always needed if the amount claimed, is in excess of \$100.00. An estimate may also be needed on an item for lesser amounts if deemed necessary by the Claims Office. Usually, only one estimate is required.

b. **SUBSTANTIATION OF REPAIR COST:** Estimates should be obtained from local AAFES facilities or local economy firms. The estimate must describe the item, the damage, the cause thereof, repair needed and cost of materials and labor. If you are required to pay an estimate fee, the receipt **MUST** be submitted with your claim for consideration. Only fees for estimates considered necessary to substantiate the amount claimed for damaged property will be considered for payment, provided the action of the claimant in contracting for the estimates appears reasonable under the circumstances or was specifically directed by the approval or settlement authority. If considered necessary, you may be asked to obtain a second estimate.

c. In the case of **ELECTRONICS:** If the damage claimed is internal (mechanical) in nature and there is no exterior damage to the item, the repair bill must state, in the opinion of the repair firm, that the damage was caused by transit and the repairs to be made must be itemized. Please obtain specific claim forms from this office.

d. The Claims Office will furnish names of furniture repair firms. All estimates must be itemized. A recommendation of a particular firm cannot be made. The list is provided for your convenience.

e. The Claims Office **WILL** accept **ONLY** estimates for damages that were incurred as a result of shipment involved in the instant claim. Such estimates should reflect the particular damage involved and the specific amount to repair each item. If you desire to have damages, which were pre-existing, repaired at the same time, a separate repair estimate should be made for that portion of the damage. (If the pick-up inventory reflects **PRE-EXISTING DAMAGE** to any item, an appropriate amount will be deducted for any **PRE-EXISTING DAMAGE**.)

(2) Paid Bill of Repair.

(3) *AGREEMENT ON THE COST OF REPAIR WITH THE CLAIMS OFFICER*****

For small repairs, less than \$100, which you feel do not warrant a written estimate, discuss the item with the claims examiner so an agreed fair and reasonable amount may be determined.

(4) NOT ECONOMICALLY REPAIRABLE: If an item cannot be economically repaired, a repairman must state his fact in writing. A replacement cost must be obtained, if over \$100.

POVS

If filing your claim with this office, only one estimate of repairs is required. The Claims Office may conduct an inspection of your vehicle. If it is determined that a second estimate is necessary, you will be asked to obtain a 2nd estimate.

At the time of pickup, the contractor can settle small claims, under \$1000, on the spot. If you are dissatisfied with any settlement offered, do not accept any payment or sign any release. You may then contact this office for assistance.

B. MISSING ITEMS - Proof of ownership and value of the items must be substantiated.

(1) **SUBSTANTIATION OF OWNERSHIP:** You must substantiate that you owned any missing items. Such evidence may include an inventory, receipts, bills, prior appraisals, itemized finance statements, photographs, owner's manuals, and warranties. Failure to prove that you owned an item may result in non-payment. Also, failure to prove that you owned an expensive model of a particular item will result in payment for an average model.

(2) **SUBSTANTIATION OF REPLACEMENT COST:** Replacement costs for comparable items must be submitted if over \$100.00. Such evidence may include the original bill of sale, a signed and dated statement from the PX manager (include make, model, description and price), an original or copy of catalog page showing the item (include name and date of catalog), and letter from a company to which you wrote requesting replacement cost or Internet downloads.

(3) **MISSING ITEMS STATEMENT:** If you have missing items, you must submit a statement indicating that such missing items were owned and used by you prior to the move but were not delivered at destination by the carrier; that after the goods were packed at origin you checked all the rooms in your home to ensure that nothing was left behind; and that all items were packed and removed by the carrier. If the item is listed on inventory and noted as missing on DD Form 1840, you will not need to provide this statement.

POSSIBLE DEDUCTION OF CARRIER LIABILITY

1. The government's recovery from the carrier is dependent upon timely written notification (70 days from date of delivery).
2. Failure to comply with the above requirement will/could result in **DEDUCTION FROM YOUR CLAIM FOR CARRIER LIABILITY**. All damage and/or losses noted at time of delivery MUST be noted on the front of the DD Form 1840. A complete listing of all damage and/or losses (other than noted on the form) MUST be noted on the DD Form 1840R (Reverse side) and submitted to this office within 70 days of delivery so that it can reach the carrier within 75 days of delivery.
3. **THE CARRIER HAS A RIGHT TO CONDUCT AN INSPECTION** and will be afforded a reasonable opportunity to inspect the property upon request. 45 days after notice of loss to the carrier is considered a reasonable time. **DO NOT DISPOSE OF OR REPAIR ANY ITEMS WITHOUT PRIOR APPROVAL FROM THE CLAIMS OFFICE** When you are paid the replacement cost of an item (less applicable depreciation), ownership of such property is transferred to the carrier except for shipments shipped under the Direct Procurement Method (DPM). Accordingly, at the direction of the Claims Division, you will be required to retain the damaged property that is determined salvageable to the carrier.. If the claimant wishes to retain the items, the allowance for that item will be the value at the time of destruction less the ascertainable value of the salvageable part, para. 11-13e, AR 27-20. Disposal of any property without the written consent of the Claims Division may result in deduction of the salvage value of the property involved, or no allowance at all, for such items.

ADDITIONAL INFORMATION

1. Failure to comply with these instructions will DELAY the processing of your claim.
2. An inspection of the damages by either this Claims Office and/or the carrier may be required after submission of your claim.
3. The Statute of Limitations for the submission of claims is two years from the date of delivery. Submission of DD Form 1840/1840R does not toll the 2 year limitation. This means that your **must submit your claim within 2 years from the date the property was delivered** to you and NOT from the date the DD Form 1840R was dispatched to the carrier.

NOTE: If you desire copies of the above documents, be sure you run your copies prior to submitting your claim. All documents submitted with your claim become a permanent part of the claims file for a period of 10 years. Copies of any portion of your claim will not be made by this office. ORIGINALS MUST BE SUBMITTED WITH YOUR CLAIM.